

January 6, 2021



# Spotlight on Social Needs

1

Introduction – 5 minutes

2

Social Needs Story – 10 minutes

3

Real-World Experience – 15 minutes

4

Discussion – 15 minutes



# Idaho Health Data Exchange

**Our Mission:** Lead collaboration in the healthcare community to improve patient care.

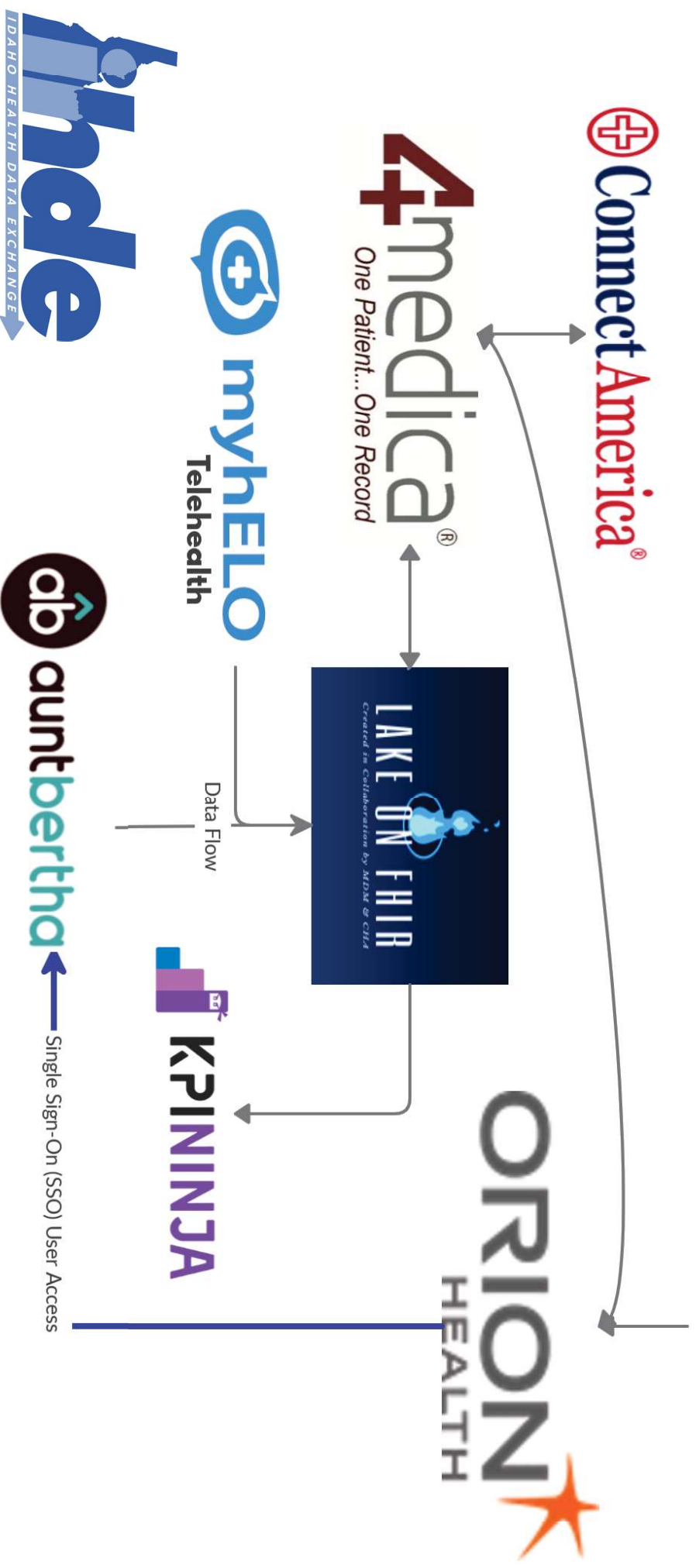
**Our Vision:** Be the trusted partner for health information services across our region.

Idaho Health Data Exchange (IHDE) provides participating entities and providers with the ability to securely look up and retrieve patient medical record information, receive alerts, engage in telemedicine visits, remotely monitor patients, assess social needs and refer patients to appropriate providers and have access to an advanced data analytics system.

IHDE is expanding its user base and data access to include Behavioral Health, Addiction Treatment Centers, Skilled Nursing Facilities, Emergency Medical Services, Social Programs, and Insurance Carriers.

# Shared Technology Services

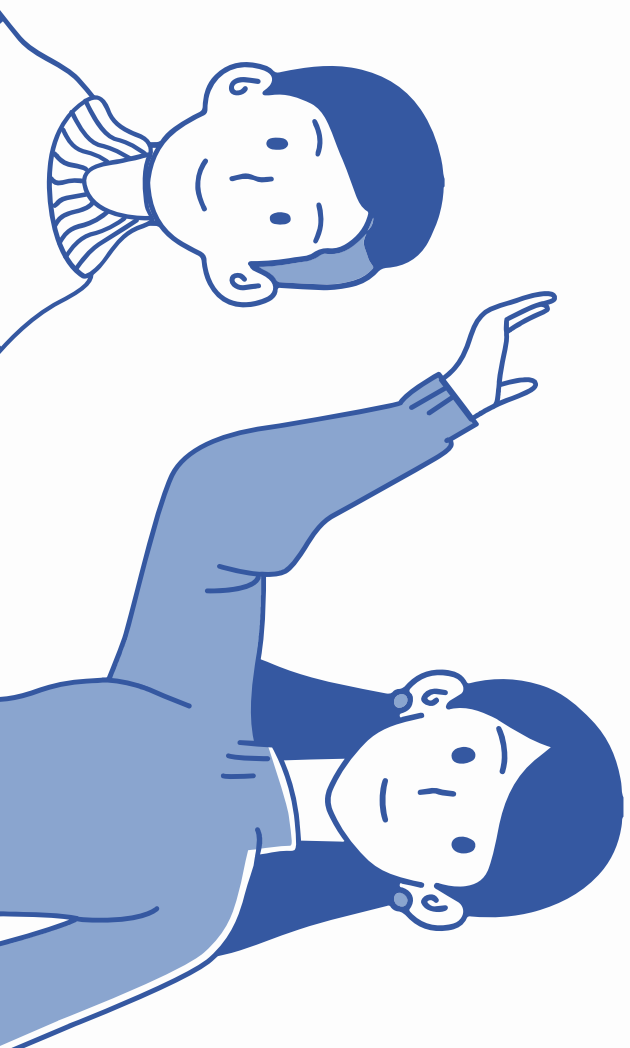
Alerts & Notifications





# Janelle's Story

A visual  
representation of  
a patient's  
experience with  
Aunt Bertha

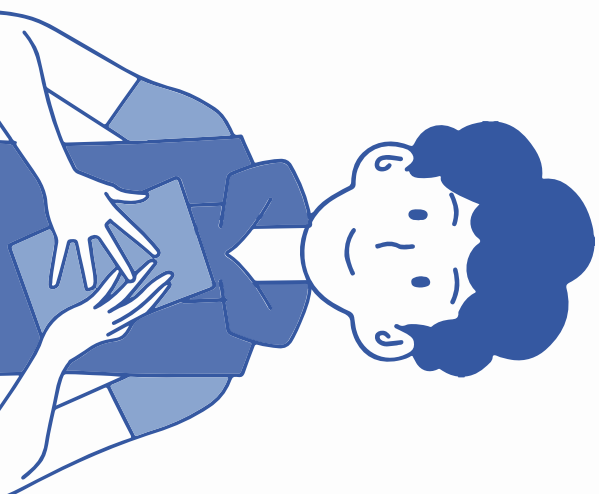


# Meet Janelle...

She has diabetes and lives in Preston. Janelle's condition requires careful monitoring and coordination between her primary care physician, Dr. Smith, in Preston and her endocrinologist, Dr. Jones, in Pocatello. Both doctors and their clinics are connected to the Idaho Health Data Exchange.

## Let's get started!

At Janelle's appointment with Dr. Smith, a social worker completes the PRAPARE assessment.



Idaho Health Data Exchange

PRINT FORM

Support Janelle's Profile Neon

PRAPARE Assessment

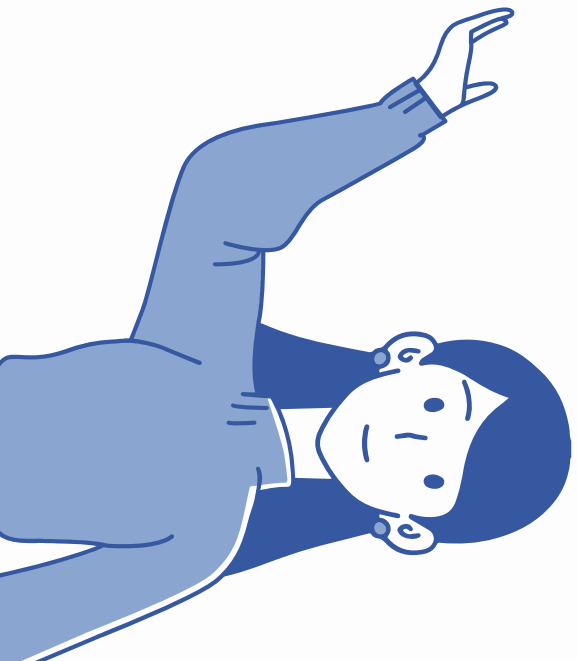
English Select your language

This form will help us identify your needs so that we can connect you with community and social service programs in addition to the health services you get. You should answer the questions in your own way. There are no right or wrong answers.

Zip code82263

First NameJanelle

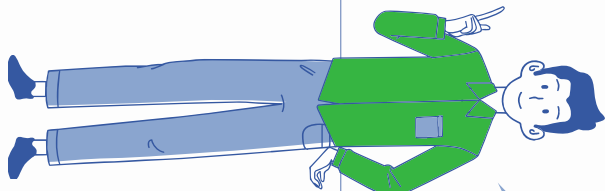
Last NameIdaho



**Some of Janelle's  
social needs  
include:**

- |   |                               |   |                                    |   |  |
|---|-------------------------------|---|------------------------------------|---|--|
| 1 | Access to quality healthcare. | 3 | Access to reliable transportation. | 5 | Access to safe housing.                  |
| 2 | Access to nutritious foods.   | 4 | Access to social support.          | 6 | Access to education and health literacy. |

How can we get Janelle in touch with the resources she needs?



- 1 Choose the specific categories of need based on the PRAPARE Assessment.
- 2 Review available programs and resources applicable for Janelle's current situation.
- 3 Create referrals to community-based organizations (CBO) to support Janelle's whole-person health.

hnde

Support

Janelle's Profile

Nixon

ZIP or keyword or program r

Select Language

Search for free or reduced cost services like medical care, food, job training, and more.

FOOD

HOUSING

CARE

TRANSPORT

HEALTH

MONEY

CARE

EDUCATION

WORK

LEARN

Currently helping Janelle

Idaho

Phone: 5158701231

End Session

Based on what you told us, we found some programs that may help.

hnde cdb aunt bertna

Type a search term, or pick a category

This program for "help pay for food" may be able to help, based on your answers...

- Emergency Assistance Fund by Veterans Association of Real Estate Professionals (VAREP)Cares
  - VAREP Cares Emergency Assistance Fund support active military and veterans as a result of a sudden emergency or hardship to meet critical needs.
  - Mail Services: help pay for food, help pay for housing, help pay for utilities, help pay for transit, help pay for car, financial assistance, help pay for childcare
  - Other Services: financial education
  - Serving: adults 18+, active duty, veterans, emergency

Next Steps

Go to the program's website.

Serves nationwide

Open Now: 800am - 500pm

MORE INFO

SAVE

SHARE

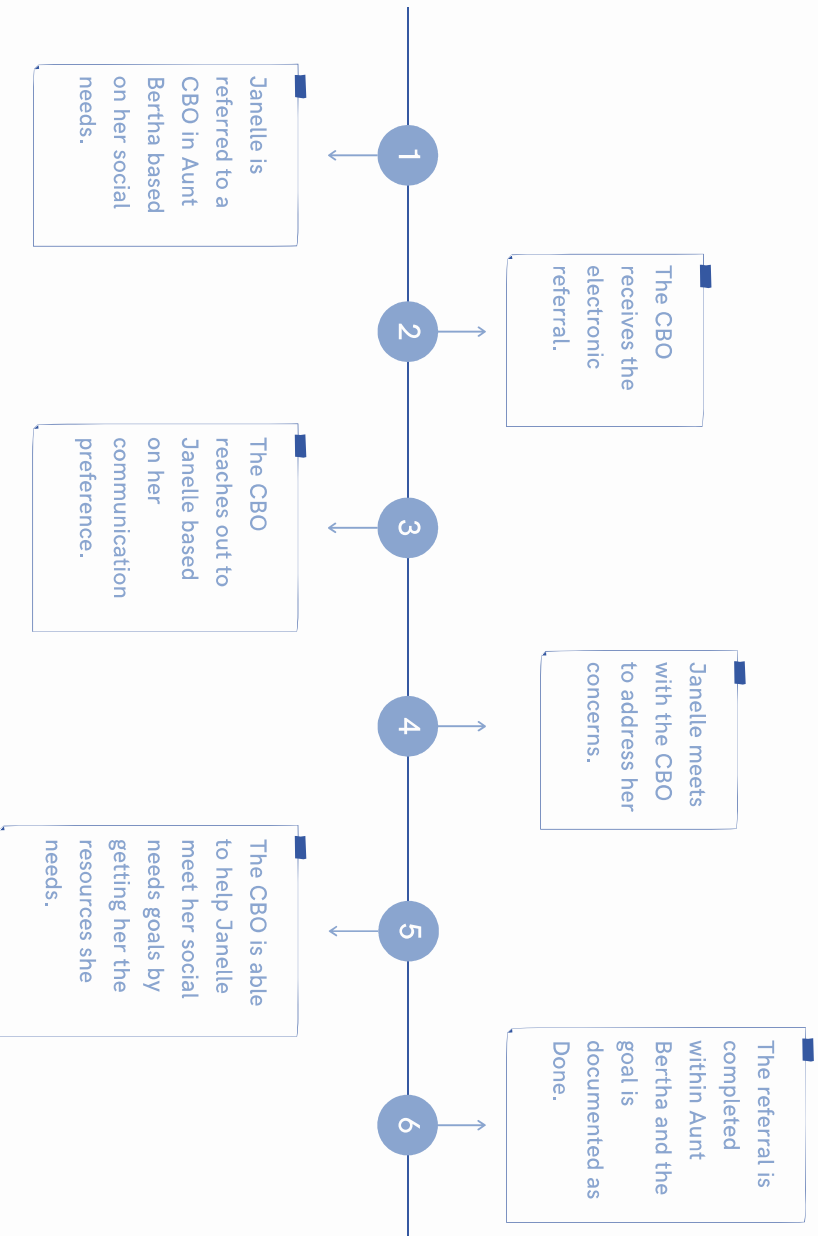
NOTES

SUGGEST

NEXT STEPS

# Closed-Loop Referral

Helping Janelle meet her social needs goals.



COVID-19 Rent Relief Loans by Esusu

Esusu is providing interest-free loans to individuals who have been impacted by a loss of income due to COVID-19. This fund is designed to safeguard renters while supporting tenants and landlords...

Main Services: help pay for housing, loans

Serving: adults 18+ · covid19 · home renters

Next Steps:  
Go to the program's website or email  
rentsupport@esusu.org to get more info.  
Serves nationwide  
Open Now : 8:00am - 5:00pm

MORE INFO

SAVE SHARE NOTES SUGGEST

REFER

Eligibility

- Must have been adversely affected by COVID-19
- Must be a renter living in the United States or its territories.
- This program helps people who are older than 17 years old.

Your Name \*

Laura Nixon

Tell us about the person you're helping:

Their Name \*

Janelle

Idaho

Their Email Address

Janelle@gmail.com

Their Phone Number

5158701231

Best way to reach them \*

☒ Email

☒ Text message

☐ Phone call

☐ Don't reach out

Comment

This comment is visible to you, your team, the agency, and person you're helping.

Janelle needs financial assistance.

Confirm Consent \*

☒ I have verbal consent from the person or their guardian (if under 18) to:

- Send their contact info and additional info to this agency, and
- Send them info about this program through the Idaho Health Data Exchange and Aunt Bertha - Connecting People and Programs platform (including any responses sent to them by the program).

SEND

Important! We'll do our best to send them your information, but it's possible that we may not be able to reach the agency or get a quick response. If you are in an emergency situation, call 911.



# Tracking Janelle's Referrals

With HIPAA-compliant and secure hosting through IHDE's clinical portal, Janelle's care team can access and share program referrals between staff members and community-based organizations.

Analytics / My Activity Dashboard



Goals		ADD GOAL
<div><div></div><div>Food</div><div>Status: Done</div></div>	11/02/20	✓
<div><div></div><div>Family/Community Support</div><div>Status: In progress</div></div>	11/02/20	✓
<div><div></div><div>Transportation</div><div>Status: On hold</div></div>	11/02/20	✓
<div><div></div><div>Mental Health</div><div>Status: In progress</div></div>	11/02/20	✓
<div><div></div><div>Education</div><div>Status: In progress</div></div>	11/02/20	✓
<div><div></div><div>Utilities</div><div>Status: In progress</div></div>	11/02/20	✓
<div><div></div><div>Medical</div><div>Status: In progress</div></div>	11/02/20	✓
<div><div></div><div>Housing</div><div>Status: In progress</div></div>	11/02/20	✓



# Kootenai Care Network

**Jill Weeks, RN, MPH, MHCDS, PCMH-CCE**

**Executive Director, Transitional Care Services**

## **A Clinically Integrated Network**

Through clinical integration, providers, hospitals and payers can work together in a more coordinated way to improve clinical outcomes and provide more cost-effective care. Network members maintain their independence, but work together in a mutually-accountable way. Through data analytics and collaboration, they develop and implement clinical protocols and monitor clinical performance. This helps achieve high quality care in a more efficient manner than can be achieved independently.

As quality metrics among network members improve and measurably better patient care is established, the network is able to engage in value-based contracting with both payers and employers.

**IHDE: LEADING COLLABORATION  
IN THE HEALTHCARE COMMUNITY  
TO IMPROVE PATIENT CARE.**

Thank you.

